FIG.1

VENDOR 1

2 USER

CONTRACT

INQUIRY

MAIL/HAND-TO-HAND DELIVERY

SALES TERMINAL 11

SERVICE CONTACT TERMINAL 12

USER INFORMATION REGISTERING SECTION 13

USER INFORMATION REGISTERING UNIT 16

USER INFORMATION DATABASE 17

INQUIRY HISTORY REGISTERING SECTION 14

INQUIRY HISTORY REGISTERING UNIT 18

HISTORY INFORMATION DATABASE 19

JOB-TO-POINT CONVERSION TABLE 20

EVALUATING SECTION 15

EVALUATING UNIT 21

POINT CONVERSION TABLE 22

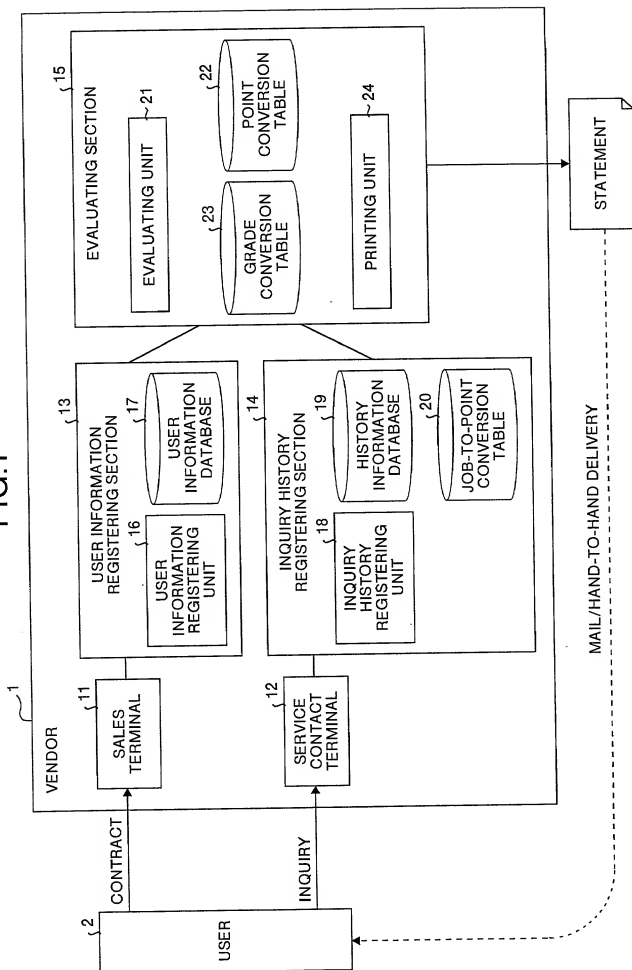GRADE CONVERSION TABLE 23
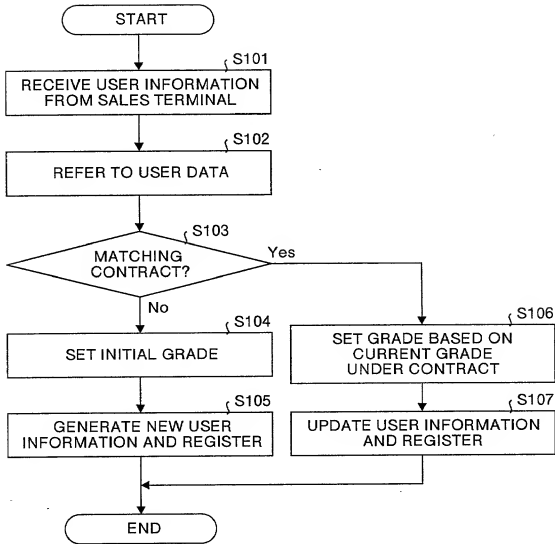
PRINTING UNIT 24

STATEMENT

FIG.2

USER NAME	EFFECTIVE DATE OF CONTRACT	PERSON-IN-CHARGE	CUSTOMER ADDRESS	CURRENT GRADE	NUMBER OF CONTRACT RENEWALS	PURCHASED DEVICE/SOFTWARE NAMES	DATE OF PURCHASE	FREE WARRANTY PERIOD
FUJITSU CORP.	H11.12.05	FUJITSU TARO	OMIYA, SAITAMA	5th	2	FMV OASYS	H11.12.05 H12.09.05	1 YEAR –

FIG.3

USER NAME	DATE OF OCCURRENCE	PERSON-IN-CHARGE	DEVICE/SOFTWARE NAMES	CATEGORY	CONTENTS	RESPONDING ACTIVITY	AMOUNT	POINTS
FUJITSU CORP.	H12.09.05	FUJITSU TARO	HD	PURCHASE OF HARDWARE	ADD DISK	PURCHASE OF COMPONENT	¥10,000	2
FUJITSU CORP.	H12.09.06	FUJITSU TARO	FMV	INQUIRY OF SOFTWARE	INSTALL METHOD	REPLY (RANK E)		
FUJITSU CORP.	H12.09.08	FUJITSU TARO	FMV	EXCHANGE OF HARDWARE	DISK FAILURE	EXCHANGE OF COMPONENT	¥15,000	
				JOB ON SOFTWARE	OS INSTALL	JOB AT ON-SITE (RANK B)		18

FIG.4

```
                    ┌─────────────┐
                    │    START    │
                    └──────┬──────┘
                           │         S101
          ┌────────────────▼────────────────┐
          │   RECEIVE USER INFORMATION      │
          │     FROM SALES TERMINAL         │
          └────────────────┬────────────────┘
                           │         S102
          ┌────────────────▼────────────────┐
          │       REFER TO USER DATA        │
          └────────────────┬────────────────┘
                           │         S103
                      ◇─────────────◇      Yes
                    ◇   MATCHING      ◇─────────────┐
                    ◇   CONTRACT?     ◇             │
                      ◇─────────────◇               │
                           │ No                     │
                           │         S104           │         S106
          ┌────────────────▼────────────────┐  ┌────▼──────────────────┐
          │       SET INITIAL GRADE         │  │  SET GRADE BASED ON    │
          │                                 │  │   CURRENT GRADE        │
          │                                 │  │   UNDER CONTRACT       │
          └────────────────┬────────────────┘  └────┬──────────────────┘
                           │         S105           │         S107
          ┌────────────────▼────────────────┐  ┌────▼──────────────────┐
          │      GENERATE NEW USER          │  │ UPDATE USER INFORMATION│
          │   INFORMATION AND REGISTER      │  │     AND REGISTER       │
          └────────────────┬────────────────┘  └────┬──────────────────┘
                           │◄───────────────────────┘
                    ┌──────▼──────┐
                    │     END     │
                    └─────────────┘
```

FIG.5

```
        ┌──────────────┐
        (    START     )
        └──────────────┘
               │
               ▼              S201
   ┌───────────────────────┐
   │ COMPUTE ACTUAL COST   │
   │       FOR JOB         │
   └───────────────────────┘
               │
               ▼              S202
   ┌───────────────────────┐
   │ OBTAIN POINTS FROM JOB-│
   │ TO-POINT CONVERSION TABLE│
   └───────────────────────┘
               │
               ▼              S203
   ┌───────────────────────┐
   │  REGISTER IN INQUIRY  │
   │     HISTORY DATA      │
   └───────────────────────┘
               │
               ▼
        ┌──────────────┐
        (     END      )
        └──────────────┘
```

FIG.6

JOB CONTENTS			POINTS
SOFTWARE/INQUIRY	REPLY	RANK A	10
SOFTWARE/INQUIRY	REPLY	RANK B	8
SOFTWARE/INQUIRY	REPLY	RANK C	6
SOFTWARE/INQUIRY	REPLY	RANK D	4
SOFTWARE/INQUIRY	REPLY	RANK E	2
SOFTWARE/JOB	ON-SITE	RANK A	20
SOFTWARE/JOB	ON-SITE	RANK B	18
SOFTWARE/JOB	ON-SITE	RANK C	16
SOFTWARE/JOB	ON-SITE	RANK D	14
SOFTWARE/JOB	ON-SITE	RANK E	12
⋮			⋮

FIG.7

```
        ┌─────────────────┐
        │      START      │
        └─────────────────┘
                 │
                 ▼          S301
  ┌─────────────────────────────┐
  │  COMPUTE ACCUMULATED         │
  │  POINTS ON MONTHLY BASIS     │
  └─────────────────────────────┘
                 │
                 ▼          S302
  ┌─────────────────────────────┐
  │  CONVERT POINTS TO AMOUNT    │
  └─────────────────────────────┘
                 │
                 ▼          S303
  ┌─────────────────────────────┐
  │  ADD UP ACTUAL COSTS ON      │
  │  MONTHLY BASIS               │
  └─────────────────────────────┘
                 │
                 ▼          S304
  ┌─────────────────────────────┐
  │  COMPUTE TOTAL AMOUNT        │
  └─────────────────────────────┘
                 │
                 ▼          S305
  ┌─────────────────────────────┐
  │  PRINT OUT STATEMENT         │
  └─────────────────────────────┘
                 │
                 ▼
        ┌─────────────────┐
        │       END       │
        └─────────────────┘
```
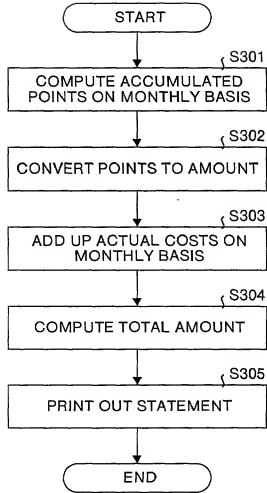
FIG.8

POINTS/GRADE	1	2	3	4	5	· · · · · · ·
PER POINT	¥100	¥200	¥300	¥400	¥500	· · · · · · ·

FIG.9

Messrs: FUJITSU CORP. 5th GRADE

STATEMENT (H12.09) ISSUING DATE: H12.10.15

DATE	PERSON-IN-CHARGE	DEVICE/SOFTWARE	CONTENTS		AMOUNT (POINTS)
H12.09.05	FUJITSU TARO	HD	PURCHASES OF HARDWARE	PURCHASE OF COMPONENT	¥10,000
H12.09.06	FUJITSU TARO	FMV	INQUIRY OF SOFTWARE	REPLY RANK E	2 Point
H12.09.08	FUJITSU TARO	FMV	EXCHANGE OF HARDWARE	EXCHANGE OF COMPONENT	¥15,000
			JOB ON SOFTWARE	ON-SITE JOB RANK B	18 Point
				TOTAL	¥25,000
				TOTAL POINTS	20 Point
			TOTAL AMOUNT OF THE BILL (WITH CONSIDERATION OF GRADE)		¥35,000

FIG.10

```
        ┌─────────────┐
        │    START    │
        └─────────────┘
               │
               ▼           S401
    ┌─────────────────────┐
    │ COMPUTE ACCUMULATED │
    │       POINTS        │
    └─────────────────────┘
               │
               ▼           S402
    ┌─────────────────────┐
    │  CONVERT POINTS TO   │
    │       AMOUNT         │
    └─────────────────────┘
               │
               ▼           S403
    ┌─────────────────────┐
    │  ADD UP ACTUAL COSTS │
    └─────────────────────┘
               │
               ▼           S404
    ┌─────────────────────┐
    │ COMPUTE TOTAL AMOUNT │
    └─────────────────────┘
               │
               ▼           S405
    ┌─────────────────────┐
    │   REFER TO GRADE     │
    │  CONVERSION TABLE    │
    └─────────────────────┘
               │
               ▼           S406
          ╱─────────╲           No
         ╱  SHOULD    ╲─────────────┐
         ╲GRADE BE     ╱            │
          ╲CHANGED?   ╱             │
           ╲─────────╱              │
               │ Yes                │
               ▼           S407     │
    ┌─────────────────────┐         │
    │ UPDATE USER          │        │
    │ INFORMATION          │        │
    └─────────────────────┘         │
               │                    │
               ▼◄───────────────────┘
        ┌─────────────┐
        │     END     │
        └─────────────┘
```
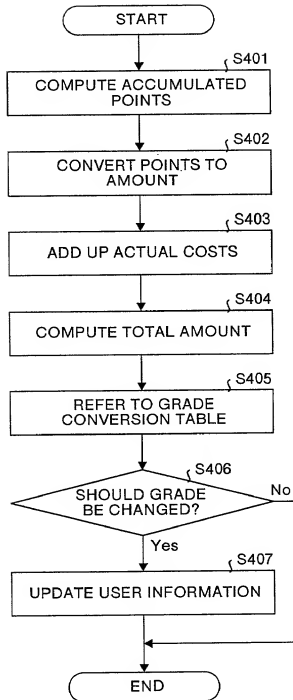
FIG.11

ACCUMULATED AMOUNT/ PER SIX MONTHS	¥0~10,000	~¥30,000	~¥60,000	~¥150,000	¥150,000~
SHIFT IN GRADE	+2	+1	0	-1	-2